



WE'RE HIRING

We're looking for passionate and dedicated people to work with us



Claims Manager



Protection plans



Warranty Repairs



Care Products



Warranties / Insurance

The role of the Claims Manager is to oversee the processing of insurance claims across multiple lines to ensure that procedures are handled efficiently, accurately, and in adherence with FCA regulations. You will liaise between customers, consumers, underwriters, service providers, and other parties who may be involved in managing a claim.

You will oversee management of a team of claims handlers and consumer advisors with the support of claims supervisors and the claims process and quality coordinator.

The job requires strong communications skills, both verbal and written, good HR knowledge, strong personal and people management skills and you will be required to work to set objectives.

Working in a fast-paced environment, the successful candidate must be highly organised and capable of working with high volumes. You will be required to provide oversight of a TPO managing claims and telephony, so experience of this is essential.

And, you'll be part of a friendly supportive team that's passionate about creating a positive consumer experience.

What will your day look like?

- Monitoring and processing claims across multiple different product lines which deliver good customer outcomes through fair and expedient processes
- Ensure continued compliance with company procedures and regulatory requirements
- Ensure complaints are processed in line with regulatory requirements and provide fair consumer outcomes
- Make formal assessments on claims to decide if they are covered under the policy terms and conditions and make cost effective decisions
- Produce reports, claims management information, and analysing data to provide recommendations for changes and improvements
- Assisting with creation of new operational processes
- Liaise with third parties, building strong relationships which support business growth and ease of process to enable good customer outcomes
- Auditing of TPO
- Assist and deliver training and development of current and new staff, both internal and external, which may require off site travel and overnight stays
- Ensure HR policies and procedures are followed at all times
- Perform other duties as assigned within the business.



Your experience

ESSENTIAL:

- Minimum 4 years Manager experience
- Minimum 7 years Claims experience
- Ability to foster strong and good relationships with staff, colleagues, customers, suppliers etc
- Good understanding of general insurance processes and knowledge of different product lines
- Strong attention to detail
- Able to work on own initiative and ability to prioritise
- Ability to motivate and maintain motivation within the team
- Ability to multi-task / manage multiple deadlines in a fast paced environment
- Excellent office organisational and administrative skills
- Excellent communication skills both verbal & written
- Excellent customer service skills
- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook.

Additional information

- 37.5 hour working week - Monday to Friday 8:30am - 5:00pm
- 1 hour lunchbreak
- Travel may be required
- Hybrid working considered

See yourself at Guardsman

We pride ourselves on our company aim, to help everyone enjoy and be proud of their furniture; by providing furniture insurance that covers for accidental stains and damage, or offering care and repair furniture products sold through Amazon. And being part of a large organisation, gives us the support to invest in not only the business, but also the people who work for it.

We believe it is the quality and commitment of our people that gives us our leading edge, and are proud to say that some members of the team have been at Guardsman for over 25 years. We are committed to the ongoing professional development of all our staff ensuring a personal development plan forms part of their yearly objectives.

We value diversity in our team and welcome applications from all suitably qualified people. Our progressive personnel policies seek to accommodate individual circumstances and requirements. All staff are expected to support and promote the principles of diversity and inclusivity to the full.

Next Steps

If you are interested in the role, please contact careers@guardsman.co.uk with a copy of your CV and a covering letter outlining your specific interests and motivations for the role, stating your current salary and availability.

Equal opportunities: The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.